



Executive Assistant

7500 – 1728 – 3PB15

Department(s): California Department of Human Resources
California Energy
California State Lottery
CalSTRS
Department of Consumer Affairs
Department of Education
Department of Justice
Department of Motor Vehicles
Department of Social Services
Department of State Hospitals
Department of Transportation
Employment Development Department
First 5 California
Franchise Tax Board
State Personnel Board
State Water Resources Control Board

Final Filing Date: Cut-off dates will be scheduled periodically. Please see below.

Type of Examination: Multi-departmental Open

Salary: Monthly-ranged-salary: \$3288 - \$4116

Tenure/Time-base: Permanent Full-time
Permanent Part-time
Permanent Intermittent
Limited Term Full-time
Limited Term Part-time
Limited Term Intermittent

INFORMATION

The scheduling system for the November 16th administration will open at 11:00 am on November 15th.

EEO

An equal opportunity employer to all regardless of race, color, religion, sex, gender identity or expression, national origin, age, ancestry, disability, marital status, political affiliation, sexual orientation, or genetic information.

DRUG-FREE STATEMENT

It is an objective of the State of California to achieve a drug-free State work place. Any applicant for State employment will be expected to behave in accordance with this objective, because the use of illegal drugs is inconsistent with the law of the State, the rules governing civil service, and the special trust placed in public servants.

WHO SHOULD APPLY?

Applicants who meet the Minimum Qualifications as stated on this bulletin may apply for and take this examination.

Once you have taken the examination, you may not retake it for twelve (12) months.

FILING INSTRUCTIONS

Self-scheduling for this examination is offered on a first-come-first-served basis for each written exam date. Please be aware that seating is limited and scheduling for a specific exam date will conclude once all seats are filled. Future self-scheduling and exam dates will be made available as demand warrants.

Self-Scheduling Opens

Written Exam Date(s)

Location

Friday, November 15 at 11:00 AM

Saturday, November 16 at:
8:30 AM
11:30 AM, and
2:30 PM

Sacramento

If you fail to appear for the examination as scheduled, you will not be able to reapply/reschedule for 6 weeks.

Check this bulletin regularly for future written test dates and locations.

ON THE SELF-SCHEDULING DATE, PLEASE GO TO THE TAKING THE EXAM SECTION OF THIS BULLETIN TO BEGIN AND COMPLETE THE SCHEDULING PROCESS.

SPECIAL TESTING ARRANGEMENTS

If you have a disability and need special assistance or special testing arrangements, contact the California Department of Human Resources (CalHR), Examination Services at (866) 844-8671, or via the California Relay Service for the Deaf or Hard of Hearing at (800) 735-2929 from TTY Phones and (800) 735-2922 from voice phones.

Additionally, please select the “Reasonable Accommodations” box during the self-scheduling process.

ELIGIBLE LIST INFORMATION

An eligible list will be established by the California Department of Human Resources for use by other State departments. The names of successful competitors will be merged onto the eligible list in order of final score regardless of test date. Eligibility expires eighteen (18) months after it is established. Competitors must then retake the examination to reestablish eligibility.

REQUIREMENTS FOR ADMITTANCE TO THE EXAMINATION

NOTE: All applicants must meet the education and/or experience requirements as stated on this examination bulletin as of the date the test is taken.

MINIMUM QUALIFICATIONS

EITHER I

One year of experience in the California state service performing secretarial duties at a level of responsibility not less than those of an Executive Secretary I or two years of secretarial experience in the California state service at a level of responsibility not less than Secretary or Office Technician.

OR II

One year of experience performing technical duties in the California state service in a class comparable in level of responsibility to Management Services Technician.

OR III

Four years of experience as a Secretary or Administrative Assistant outside of California state service of which at least one year must have been at the level of responsibility of Executive Secretary I or Management Services Technician or at least two years must have been at the level of responsibility of Secretary or Office Technician. (Up to two years of intensified secretarial training in an approved curriculum or college level course work in business, personnel or public administration may be substituted for the general outside experience on a year-for-year basis.)

TYPICAL TASKS

Researches confidential and sensitive departmental or program issues; using microcomputers and/or video display terminals, accesses inputs, revises and extends information contained in the data banks; screens, redirects and/or responds to telephone calls and written inquiries from the Governor's Office and Legislature and other high level contacts on behalf of the Administrator; maintains the administrator's working schedule and calendar; develops and implements computer-based management information systems for the administrator; implements computer-based office management systems; follows up on projects and requests assigned to programs; as delegated by the administrator, reviews materials submitted by programs for format, content and grammar; develops or assists in the development of office workload and planning standards, staffing requirements and budgets; prepares and signs correspondence in the absence of the administrator; directs the activities of the support staff of the administrator's office; supervises subordinate staff; establishes office procedures and operating systems; provides and/or directs the typing and secretarial support services for the administrator.

EXAMINATION INFORMATION

WRITTEN TEST – WEIGHTED 100%

The examination will consist of a written test, multiple choice, weighted 100%. To obtain a position on the eligible list, a minimum score of 70% is required.

KNOWLEDGE AND ABILITIES

Knowledge of:

- Knowledge of time management and prioritization techniques to oversee timely completion of work assignments.
- Knowledge of proper spelling, grammar, punctuation, and sentence structure to ensure that written materials prepared and reviewed are complete, concise, and error-free.

Ability to:

- Take initiatives, work independently, and complete projects without detailed instructions.
- Prioritize work assignments and in-basket materials to ensure completion within established timeframes and by expected deadlines.
- Manage workload and assignments in order to meet work unit and project objectives and deadlines.
- Work under the pressure of a heavy workload and/or short timelines when completing work assignments.
- Use discretion and diplomacy when responding in writing to the needs, problems, or concerns of others.
- Maintain the confidentiality of sensitive and confidential information (e.g., personnel-related

issues, projects).

- Be flexible in adapting to changes or interruptions in priorities, assignments, and other interruptions which may impact pre-established timelines and courses of action for completing projects and assignments.
- Use tact and diplomacy when dealing with the needs, problems, and/or concerns of other department staff, outside agency personnel, and/or the public.
- Establish and maintain cooperative working relationships with staff and other departments.
- Objectively identify all facts and implications related to a situation before drawing conclusions and determining courses of action.
- Ability to write reports, policies, and procedures using proper grammar, punctuation, and sentence structure.
- Ability to prepare concise written summaries of comprehensive and detailed written materials.
- Ability to review and edit memos (e.g., reports, policies, procedures, letters) for proper content, format, grammar, punctuation, and sentence structure.
- Ability to write clear and concise instructions that can be easily understood by audiences of varying levels.
- Ability to listen and take accurate notes.
- Ability to summarize separate pieces of written information into a clear and concise single document.
- Ability to communicate information clearly and concisely when writing memos and letters to audiences of varying levels

VETERANS' PREFERENCE POINTS

Veterans' Preference Points will be added to the final score of all competitors who are successful in this examination, and who qualify for, and have requested, these points through the California Department of Human Resources. Due to changes in the law, effective January 1, 1996, veterans who have achieved permanent civil service status are not eligible to receive Veterans' Preference Points.

CAREER CREDITS

Career Credits **will not** be added to the final score for this exam, because it does not meet the requirements to qualify for Career Credits.

CONTACT INFORMATION

If you have any questions concerning this examination bulletin, please contact:

California Department of Human Resources

Attn: Examination Services

1515 S Street

Sacramento, CA 95811

1-866-844-8671

California Relay Service: 1-800-735-2929 (TTY), 1-800-735-2922 (Voice)

TTY is a Telecommunications Device for the Deaf, and is reachable only from phones equipped with a TTY Device.

GENERAL INFORMATION

For an examination with a written feature, it is the candidate's responsibility to contact the testing department three weeks after the Final Filing Date if he/she has not received his/her notice.

Examination Locations: When a written test is part of the examination, it will be given in such places in California as the number of candidates and conditions warrant. However, locations of interviews or

performance evaluations may be limited or extended as conditions warrant.

Applications are available at www.jobs.ca.gov and local offices of the Employment Development Department.

If you meet the requirements stated on this examination bulletin, you may take this examination, which is competitive. Possession of the entrance requirements does not assure a place on the eligible list. Your performance in the examination described on this bulletin will be rated against a predetermined job-related rating, and all candidates who pass will be ranked according to their scores.

The California Department of Human Resources reserves the right to revise the examination plan to better meet the needs of the service, should the circumstances under which this examination was planned change. Such revision will be in accordance with civil service laws and rules, and all competitors will be notified.

Candidates needing special testing arrangements due to a disability must mark the appropriate box on the application and contact the testing department.

Hiring Interview Scope: In a hiring interview, in addition to the scope described in this bulletin, the panel will consider education, experience, personal development, personal traits, and fitness. In appraising experience, more weight may be given to the breadth and recency of pertinent experience, and evidence of the candidate's ability to accept and fulfill increasing responsibilities than to the length of his/her experience. Evaluation of a candidate's personal development will include consideration of his/her recognition of his/her own training needs; his/her plans for self-development; and the progress he/she has made in his/her efforts toward self-development. For more information, you may refer to the [classification specification](#).

General Qualifications: Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, the ability to work cooperatively with others, and a state of health consistent with the ability to perform the assigned duties of the class. A medical examination may be required. In open examinations, investigation may be made of employment records and personal history, and fingerprinting may be required.

Eligible Lists: Eligible lists established by competitive examination, regardless of date, must be used in the following order: 1) sub-divisional promotional, 2) departmental promotional, 3) multi-departmental promotional, 4) service-wide promotional, 5) departmental open, and 6) open. When there are two lists of the same kind, the older must be used first. Eligible lists will expire in one to four years unless otherwise stated on the bulletin.

Bulletin Release Date: This bulletin was released on October 30, 2013.

Security and Confidentiality of Examination: Pursuant to Government Code Section 19860. "It is unlawful for any person: (a) Willfully by himself or in cooperation with another person to defeat, deceive, or obstruct any person with respect to his right of examination, application, or employment under this part or board rule. (b) Willfully and falsely to mark, grade, estimate, or report upon the examination or proper standing of any person examined or certified under this part or board rule, or to aid in so doing, or make any false representation concerning the same or the person examined. (c) Willfully to furnish to any person any special or secret information for the purpose of either improving or injuring the prospects or chances of any person examined, certified or to be examined or certified under this part or board rule."

Pursuant to Government Code 19681. "It is unlawful for any person: (a) To practice any deception or fraud with regard to his identity in connection with any examination, application, or request to be examined. (b) To obtain examination questions or other examination material except by specific authorization either before, during, or after an examination or use or purport to use any such examination questions or materials for the purpose of instructing or coaching or preparing candidates for

examinations. (c) To use any unfair means to cause or attempt to cause any eligible to waive any rights obtained under this part.”

Veterans’ Preference Points: California Law (Government Code 18971-18978) allows the granting of Veterans’ Preference Points in open entrance and open, non-promotional entrance examinations. Veterans’ Preference Points will be added to the final score of all competitors who are successful in these types of examinations, and who qualify for, and have requested by mail, these points. **In open (only)** entrance examinations, Veterans’ Preference Points are granted as follows: 10 points for veterans, widows and widowers of veterans, and spouses of 100% disabled veterans (5 points for widows, widowers, and spouses if the veteran was in the National Guard); and 15 points for disabled veterans. **In open, non-promotional** entrance examinations, Veterans’ Preference Points are granted as follows: 10 points for veterans, and 15 points for disabled veterans. Employees who have achieved permanent State civil service status are not eligible to receive Veterans’ Preference Points. “Permanent State civil service status” means the status of an employee who is lawfully retained in his/her position after completion of the applicable probationary period. This includes permanent intermittent, part-time, and full-time appointments. In addition, individuals who at any time achieved permanent State civil service status and subsequently resigned, or were dismissed from State civil service are not eligible to receive Veterans’ Preference Points. Veteran status is verified by the California Department of Human Resources (CalHR). Directions to apply for Veterans’ Preference Points are on the Veterans’ Preference Application (Std. Form 1093), which is available at <http://jobs.ca.gov/Job/VeteransInformation>, and the Department of Veterans Affairs.

TAKING THE EXAM

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[CLICK HERE to apply for and to self-schedule the Executive Assistant exam.](#)